State of Indiana

Provider Administration User Guide

Division of Disability and Rehabilitative Services

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1. Introduction

In an ongoing effort to make completion and submission easier and more accurate, budgets and claims for reimbursement of State line item supports are now submitted to the Bureau of Developmental Disabilities (BDDS) via a secure website. Any provider staff member who creates and submits budgets or claims for individuals funded by BDDS State Line funding must have a user name and password for the Web-Based Tools site.

1.1 What is a Provider Representative

To facilitate the creation and maintenance of user names and passwords, each provider agency that is approved to provide State Line supports must have a Provider Representative on file with the BDDS. The Provider Representative will act as the administrator of that agency's access to the BDDS' online Budget tool, and must create and maintain all of the data entry level user names and passwords for staff members within their agency who create and submit budgets or claims.

The Provider Representative is given a user name and password that allows them access only to the administration portion of the online budget tool. If a Provider Representative will also be creating and submitting budgets or claims, the Provider Representative must have a second and different data entry user name and password.

BDDS will only maintain the user names and passwords of Provider Representatives. It will be up to the Provider Representatives to maintain the user names and passwords of their fellow employees, and to ensure that only appropriate personnel are given access to the system. To create and manage these accounts, refer to Section 2 – Detailed Procedures of this user guide.

1.2 Changing the Provider Representative

To assign a different person to be the Provider Representative, send the following information to the BDDS Central Office on agency letterhead:

- A statement that the Provider Representative needs to be changed
- The name and email address of the exiting Representative
- The name, email address, and phone number of the new Provider Representative

This information must be postal mailed to:

State Line Budgets and Billing
FSSA/DDRS/BDDS
402 W. Washington Street, Room W453
PO Box 7083 / MS#18
Indianapolis, IN 46207-7083

2. Detailed Procedures

This section provides detailed information on how to:

- Log in to the Provider Admin tool
- Create a user account
- Modify a user account
- Unlock a locked user account
- Reset a user account password

2.1 How to Log In to the Provider Admin Tool

Use the following procedure to log in to the Provider Admin tool.

1. Access the **DDRS Web-Based Tools** website by using the following URL:

   https://ddrsprovider.fssa.in.gov/BDDS/

   The **DDRS Web-Based Tools Welcome** screen appears.

2. Select the **Login** link from the menu structure on the left side of the screen. The **Log In** window appears.
3. Enter your Provider Representative user name and password in the appropriate fields.

Important

If you attempt to log in as a Provider Representative and mistype your password six times in a row, your Provider Representative account will become locked. To unlock your Provider Representative account, send an email to the FSSA Development and Application Support (FDAS) team at FTSHelp@fssa.in.gov. The FDAS team can only unlock a Provider Representative account. If a user in your department locks their account, you must unlock the account. Refer to Section 2.4 – How to Unlock a Locked User Account for information about how to unlock a user's account.

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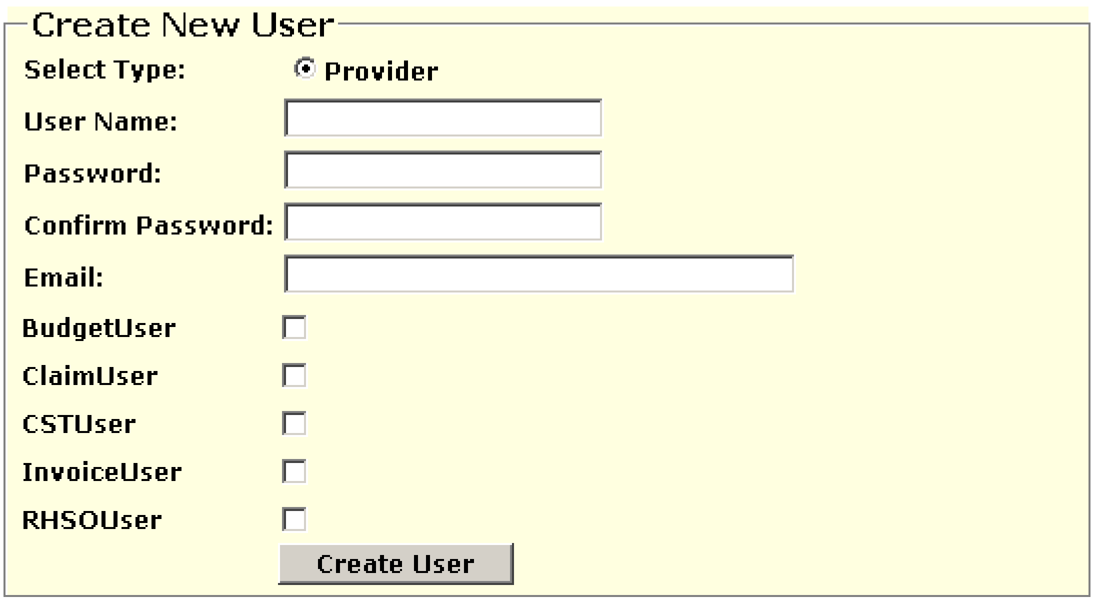
4. Select **Log In**. The **DDRS Web-Based Tools Instructions** page appears.
5. Select **Provider Admin** under **Menu** on the left side of the screen. The **Budget Tool - Provider Admin** screen appears and the **Provider Admin** menu displays the following submenus:

   - **Create User**
   - **Manage Users**

2.2 How to Create a User Account

Use the following procedure to create a user account in the Provider Admin tool.

1. Log in to the Provider Admin tool by using your Provider Representative user name and password.
2. Select **Create User** from the **Provider Admin** menu on the left side of the screen. The **Create New User** window appears, as shown in the following illustration:



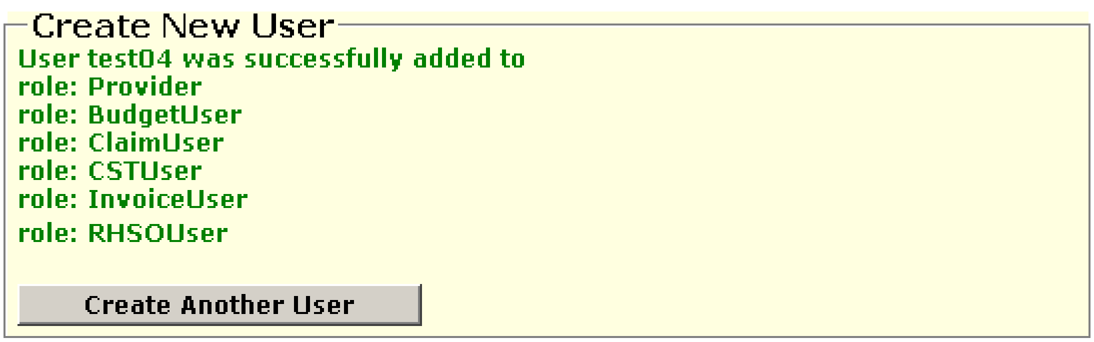
3. Complete the information in the **Create New User** window. Refer to the following table for information about the fields in the **Create New User** window.

Field Descriptions

Field	Description
User Name	Enter the login name for the user. A user name should be easily recognized as belonging to a person, so that a Provider Representative can more easily confirm or identify a user. For example, it would be much easier to identify **doeje** as Jane E. Doe than it would be if her user name was **SnowMaiden4**.
Password	Enter a unique password. Passwords must be six characters in length and are case-sensitive.
Confirm Password	Re-enter the password you entered into the **Password** field. This confirms that there are no misspellings when setting up the account.

Field	Description
Email	Enter the email address associated with the staff account being created. Correspondence regarding the budgets and claims submitted by the staff person, including decision letters and requests for additional information, will be directed to this email account.
BudgetUser	Select this check box if the user will be using the DDRS Budget tool.
ClaimUser	Select this check box if the user will be using the DDRS Claims tool.
CSTUser	Select this check box if the user will be using the DDRS Comprehensive Survey tool.
InvoiceUser	Select this check box if the user will be using the Day Services Invoice tool.
RHSOUser	Select this check box if the user will be using the RHSO Waiver tool.

4. Select **Create User**. A message appears in the **Create New User** window that indicates the new user has been created and the roles assigned to the user, as shown in the following example:

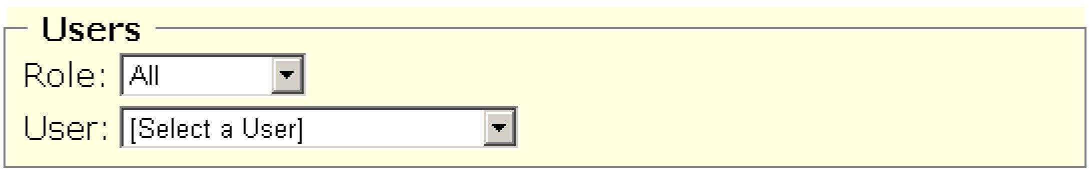


5. (Optional) Select **Create Another User** to reset the fields in the **Create New User** window so that you can create another user.

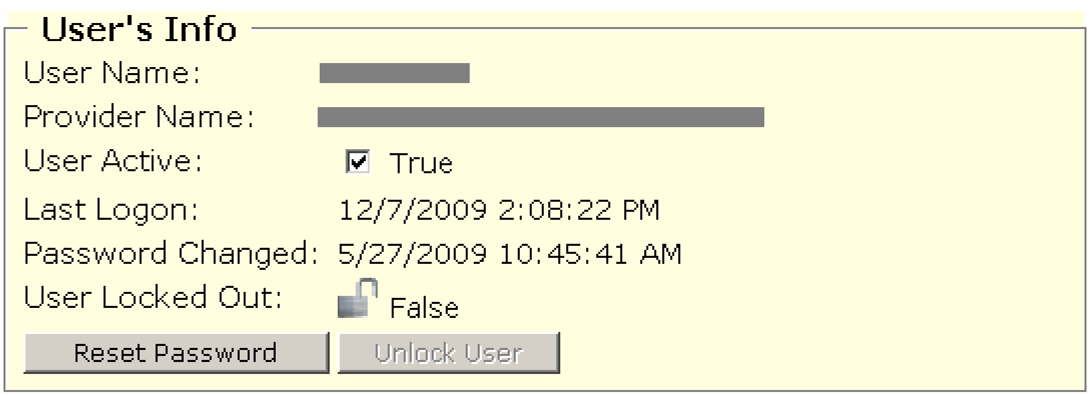
2.3 How to Modify a User Account

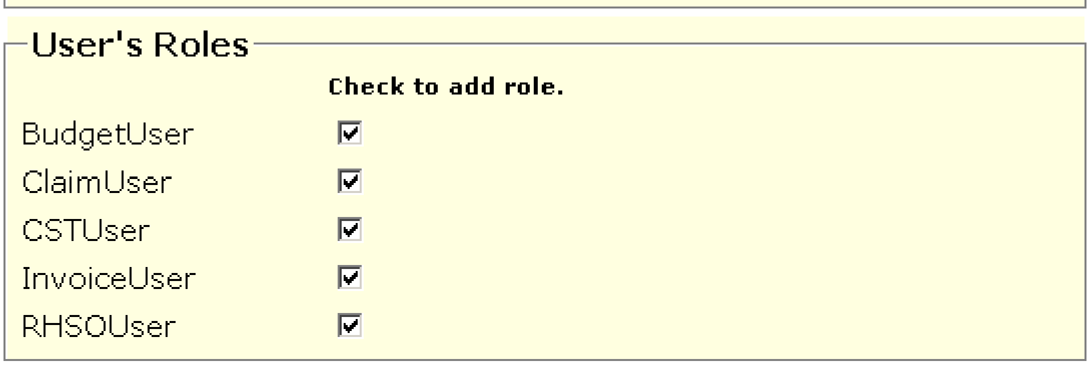
As a Provider Representative, you are expected to modify user accounts as necessary to maintain the user accounts for your department. Use the following procedure to modify a user account in the Provider Admin tool.

1. Log in to the Provider Admin tool by using your Provider Representative user name and password.
2. Select **Manage Users** from the **Provider Admin** menu on the left side of the screen. The **Users** window appears, as shown in the following illustration:



3. Select the role of the user to modify from the **Role** drop-down list, and the user name of the user to modify from the **User** drop-down list. The **User's Info** and **User's Roles** windows appear, as shown in the following illustration:





You can check or uncheck as many roles as necessary in the **User's Roles** window. The following table describes the fields and buttons in the **User's Info** window that you can use to modify the account.

Field and Button Descriptions

Field or Button	Description
User Name	This field indicates the user name of the person.
Provider Name	This field indicates the name of the provider for whom the user works.
User Active	Use this check box to indicate whether the user account is active. If the check box is checked, and **True** appears beside it, the user account is active. To deactivate the account and prevent the user from logging into the system (for example, because the user is no longer employed with the company, or the user no longer requires access to the DDRS Web-Based Tools), remove the check mark from this box. The text beside the check box will change to **False**.
Last Logon	This field indicates the last date and time that the user logged into the Web-Based Tools site.
Password Changed	This field indicates the date and time that this user's Web-Based Tools password was last changed.
User Locked Out	This field indicates whether the user account is locked. The system locks a user account when the user mistypes their password six times during a login attempt. If the padlock icon shows an open padlock with **False** beside it, the user account is active (not locked out). If the padlock icon shows a closed padlock with **True** beside it, the user account is locked and the user will not be able to log into the system. Refer to Section 2.4 – How to Unlock a Locked User Account for more information about unlocking a user account that has been locked.
Reset Password	Use this button to reset the password for the selected user account.
Unlock User	Use this button to unlock a locked user account. This button works in conjunction with the **User Locked Out** field.

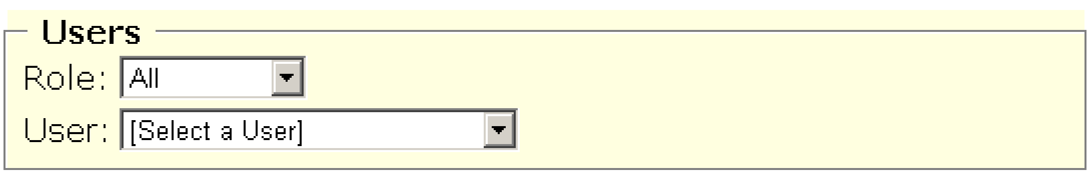
2.4 How to Unlock a Locked User Account

When a user mistypes a password six or more times while trying to log in to the DDRS Web-Based Tools site, the system denies the login and locks the user's account. Even if the user succeeds in accurately entering the account login information, the system will continue to display the following message:

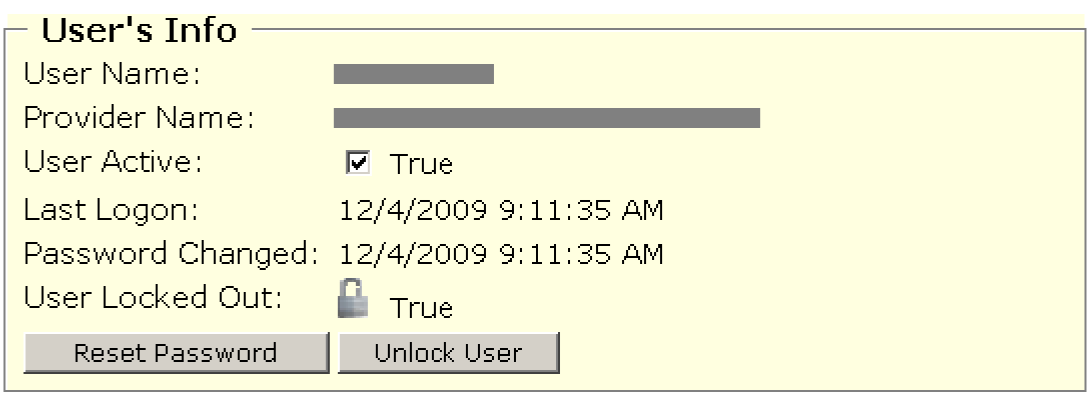
Your login attempt was not successful. Please try again.

While the system does not provide any other visual indicator to the user that the account is locked, as the Provider Representative, you can verify that the account is locked. Use the following procedure to unlock a user's locked account in the Provider Admin tool.

1. Log in to the Provider Admin tool by using your Provider Representative user name and password.
2. Select **Manage Users** from the **Provider Admin** menu on the left side of the screen. The **Users** window appears, as shown in the following illustration:



3. Select the role of the user with the locked account from the **Role** drop-down list.
4. Select the name of the user with the locked account from the **User** drop-down list. The **User's Info** and **User's Roles** windows appear. As shown in the following illustration of the **User's Info** window, the User Locked Out field indicates that the user's account is locked:

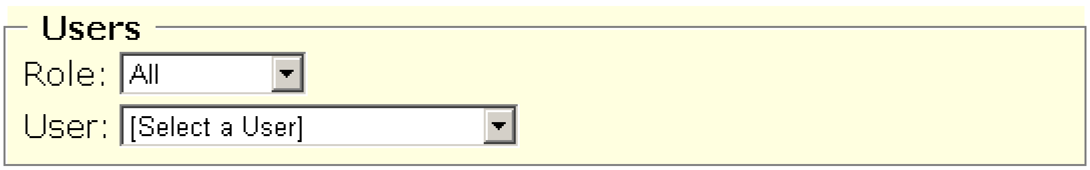


5. Select the **Unlock User** button. The padlock icon changes to an open padlock and **True** changes to **False**. The user can now attempt to log in to their account again.

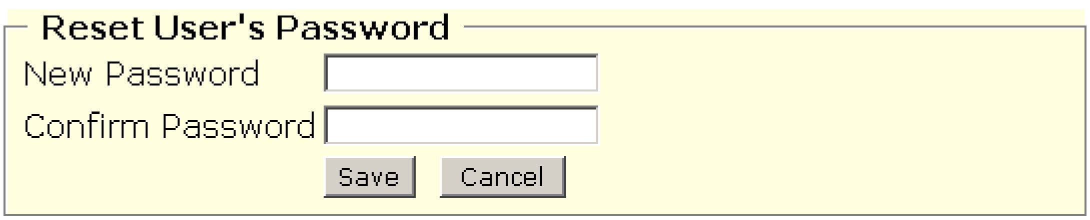
2.5 How to Reset a User Account Password

Use the following procedure to reset a user account password in the Provider Admin tool.

1. Log in to the Provider Admin tool by using your Provider Representative user name and password.
2. Select **Manage Users** from the **Provider Admin** menu on the left side of the screen. The **Users** window appears, as shown in the following illustration:



3. Select the role of the user with the password to reset from the **Role** drop-down list.
4. Select the name of the user with the password to reset from the **User** drop-down list. The **User's Info** and **User's Roles** windows appear.
5. Select the **Reset Password** button in the **User's Info** window. The **Reset User's Password** window appears, as shown in the following illustration:



6. Enter a unique password in the **New Password** field.
7. Enter the same password in the **Confirm Password** field.
8. Select **Save**.